

APPENDIX JS-3MCI

TO THE

TESTIMONY OF J. SINN

APPENDIX JS-3MCI

**APPENDIX JS-3MCI
TABLE 1**

MEASUREMENT OF PERFORMANCE STANDARDS - WHOLESALE/RESALE

PRE-ORDERING/ORDERING (Products: Residence (Basic service) Business (single/multiline, Centrex, PBX Trunks) ISDN			
DESCRIPTION		DEFINITION	REMEDY THRESHOLD
1.	Customer Service Record 95% Receipt to Delivery Within 4 hours	Measures percent of Customer Service Records sent to CLC within 4 hours of receiving request and blanket LOA. Applies to < 20 basic exchange lines and < 6 Centrex lines or PBX trunks.	Less than 85% of CSRs are sent within 4 hours REMEDY #1
2.	FOC Performance Standard 95% complete and accurate for links or Resale/Wholesale	Measures percent of Firm Order Confirmations that are accurate and complete.	Less than 85% of FOCs returned to CLC are accurate REMEDY #2
3.	Firm Order Confirmation 95% available within 4 hours for Resale/Wholesale	Measures percent of Firm Order Confirmations sent to CLC within 4 hours of receipt of the basic exchange order, Centrex and PBX (subject to the restrictions in Item #1 above).	Less than 85% of FOCs are sent in 4 hours REMEDY #3
4.	Migration Notification 95% sent within 48 hours for Resale/Wholesale	Measures percent of Migration Notifications sent to outgoing CLC within 48 hours of receipt of Migration Order.	Less than 85% of Migration Notifications sent in 48 hours REMEDY #4
5.	LSP PIC Change 95% completed within 4 hours for Resale/Wholesale	Measures percent of PIC changes initiated by CLC processed within 4 hours of receipt of the order.	Less than 85% of LSP PIC changes completed within 4 hours REMEDY #4
6.	Service Order Discrepancy: 90% of orders issued without material errors for Link or Resale/Wholesale	Measures percent of Orders initiated by CLC that result in a discrepancy. The discrepancy is a result of CLC issuance.	More than 20% of orders submitted without material errors REMEDY #5

Liquidated damages, if any, will be applied when performance by one of the Parties in one or more categories falls below the Remedy Threshold(s) and either of the following criteria are also present: A) The Remedy Threshold has been exceeded for any three (3) consecutive calendar months OR B) the Remedy Threshold has been exceeded for six (6) or more calendar months in any calendar year.

REMEDY #1: 5% of a standard non-recurring charge for subsequent service order.

REMEDY #2: 20% of a standard non-recurring charge.

REMEDY #3: 10% of a standard non-recurring charge.

REMEDY #4: Credit - PIC change charge.

REMEDY #5: 25% of a standard non-recurring charge.

(Paid by CLC)

For the first six months of this agreement, no remedies will apply.

**APPENDIX JS-3MCI
TABLE 2**

MEASUREMENT OF COMPARABLE SERVICE - WHOLESALE/RESALE

PROVISIONING (Products Residence (Basic service) Business (Single and multi line, Centrex, PBX trunks) ISDN, LINK)			
DESCRIPTION		DEFINITION	REMEDY THRESHOLD
1.	% Installation Appointment Met	Measures percent of completed service orders with appointments met i.e. work completed by specific date and/or time negotiated with customer.	When results fall below parity by: Bus A.L./Link 2.9 percentage points Res A.L./Link 1.0 percentage points ISDN 14.0 percentage points REMEDY #1
2.	% Installation Reports	Measures trouble reports associated with service order activity generated within 30 days of that activity. Measured as a percentage of total service orders.	When results fall below parity by: Bus A.L./Link 1.5 percentage points Res A.L./Link 1.0 percentage points ISDN 3.5 percentage points REMEDY #1

MEASUREMENT OF PERFORMANCE STANDARD - WHOLESALE/RESALE

1.	Customer Not Ready	Measures percent of service orders of ordering party or ordering party's customer not being ready or prepared on confirmed due date.	For any order where ordering party is not ready on due date, but Pacific Bell is ready to complete work. REMEDY #2
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REMEDY #1: Waiver of a standard non-recurring installation charge for the number of lines ordered and not installed on time OR orders found to have a Pacific Bell trouble within 30 days after installation. The waiver would be for the amount of orders below the comparable measurement in retail within the described (4) Pacific Bell Regions.

REMEDY #2: Charge equal to a standard non-recurring charge for service ordered. (Paid by CLC)

NOTE: If our provisioning performance for a given month fails to meet more than one provisioning measure as described above, Pacific Bell will be liable only for a standard non-recurring charges for the category of liquidated damages that results in the highest amount. Remedies associated with comparable measures will apply when the number of orders received in a given month exceed minimum statistically valid levels.

For the first six months of this agreement, no remedies will apply.

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TABLE 3**

MEASUREMENT OF COMPARABLE SERVICE - INTERCONNECTION

PROVISIONING (Products Local Interconnection trunking)			
DESCRIPTION		DEFINITION	REMEDY THRESHOLD
1.	Trunk orders completed on or before the confirmed due date	Trunk orders completed on or before the commitment date. The Comparative measure is feature group B & D switched access.	When monthly results fall below parity by 10 percentage points. REMEDY #1
2.	Firm Order confirmation time delivery	Measures percent FOC sent to CLC within the specified time (equivalent to FG B&D Sw Access)	When monthly results fall below parity by 10 percentage points. REMEDY #2
MEASUREMENT OF PERFORMANCE STANDARD - INTERCONNECTION			
PROVISIONING (Products local interconnection trunking)			
3.	Service Order Discrepancy: 90% of ISRs issued without material errors.	Measures percent of ISRs initiated by CLC that result in a discrepancy. The discrepancy is a result of CLC issuance.	More than 20% of orders are submitted without material errors. REMEDY #3

REMEDY #1: 100% of the total non-recurring charges for FG: B or D trunks as specified in CPUC 175-T, Section 6.

REMEDY #2: 20% of the total non-recurring charge for equivalent products.

NOTE: If our provisioning performance for a given month fails to meet more than one provisioning measure, as described above, Pacific Bell will be liable only for the category of liquidated damage that results in the highest amount.

REMEDY #3: 25% of the total non-recurring charge. (Liquidated damages, if any, will be applied when performance by one of the Parties in one or more categories falls below the Remedy Threshold(s) and either of the following criteria are also present: A) The Remedy Threshold has been exceeded for any three (3) consecutive calendar months OR B) the Penalty Limit has been exceeded for six (6) or more calendar months in any calendar year).

Remedies associated with comparable measures will apply when the number of orders received in a given month exceed minimum statistically valid levels. Remedies on this page may be assessed to either Party.

For the first six months of this agreement, no remedy will apply.

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TABLE 4**

MEASUREMENT OF COMPARABLE SERVICE - WHOLESALE/RESALE

MAINTENANCE PRODUCTS: Residence (Basic Service); Business (Single/Multiline, Centrex, PB and Trunk); ISDN/Link			
DESCRIPTION		DEFINITION	REMEDY THRESHOLD
1.	Reports per 100 lines	Measures total number of trouble reports versus total access lines in service for comparable Pacific Bell retail exchange products.	When results fall below parity by: Bus A.L. / Link 1.0 percentage points Res A.L. / Link 1.0 percentage points ISDN 1.0 percentage points
2.	% Maintenance Appointments Met	Measures percent of trouble reports with appointments met i.e. trouble cleared by the appointment date and time committed to the customer.	When results fall below parity by: Bus A.L. / Link 7.0 percentage points Res A.L. / Link 4.0 percentage points ISDN 15.0 percentage points
3.	% Repeat Reports	Measures percent of repeat trouble reports against services that experienced an initial trouble within the last 30 days.	When results fall below parity by: Bus A.L. / Link 6.0 percentage points Res A.L. / Link 3.0 percentage points ISDN 5.0 percentage points
4.	Receipt to Clear Duration	Measures average duration in hours (or fraction thereof) of all trouble reports from receipt to resolution of trouble ticket.	When results fall below parity by: Bus A.L. / Link 11.0 hours Res A.L. / Link 10.0 hours ISDN TBD

REMEDY: One month's recurring charges per line out of service that falls below parity. The measurement will be compared on a region by region basis within the described (4) Pacific Bell Regions.

NOTE: If our maintenance performance for a given month fails to meet two or more assurance measures as described above, Pacific Bell will be liable only for the category liquidated damages that results in the highest amount.

For the first six months of this agreement, no remedy will apply.

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TABLE 5**

MEASUREMENT OF PERFORMANCE STANDARDS - FORECASTING

FORECASTING (Products Resale/Wholesale Products excluding Interconnection Trunks)		
DESCRIPTION	DEFINITION	REMEDY THRESHOLD
Link and Resale/Wholesale and requirements accurately forecast	Forecasts are accurate within 20% +/- in any calendar month of the forecast period	When product volumes exceeds or falls below the +/- 20% of the forecast amount.

REMEDY: \$10.00 per line or trunk for the amount ordered between 20% and 30% under the forecast
 \$20.00 per line or trunk for the amount ordered between 31% and 40% under the forecast
 \$35.00 per line or trunk for the amount ordered between 41% or more under the forecast
 When volumes for products exceed the forecast by 20%.

All remedies associated with ordering, provisioning and maintenance of that product will not apply.

For the first six months of this agreement, no remedy will apply.

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OPERATOR SERVICES STATUS REPORTS

OPERATOR ASSISTANCE:

1. Pacific Bell Operator Assistance System unavailability - when a geographic system (DMS) is unavailable to end users for thirty continuous minutes. This could include natural disasters, switch failure, building evacuations, cable cuts, civic disturbances, etc. This includes live or automated call processing. This does not include short periods of high answer congestion. The Operator Services Force Management Center (FMC) will contact Industry Marketing to report the system unavailability. Industry Marketing will notify all the affected CLCs.
2. Operator Assistance System Estimated Restoral Status - Operator Services FMC will notify Industry Marketing, within one hour of the system failure, the estimated restoral time. If no information is available, this will be reported. Industry marketing will notify all affected CLCs.
3. Operator Assistance System Restoral Notification - Operator Service FMC will notify Industry Marketing, within twenty minutes that the unavailable system has been restored and all service is functioning properly. Industry marketing will notify all affected CLCs.

DIRECTORY ASSISTANCE:

1. Pacific Bell Directory Assistance System unavailability - when a geographic system (ACD/OSC) is unavailable to end users for thirty continuous minutes.

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- 1 This could include natural disasters, switch failure, building evacuations, cable
2 cuts or equipment failures, etc. This does not include short periods of high
3 answer congestion. In analog DA systems the FMC will activate the 13A
4 Emergency Announcement. The Operator Services FMC will contact Industry
5 Marketing to report system unavailability. Industry marketing will notify all
6 affected CLCs.
7
- 8 2. Directory Assistance System Estimated Restoral Status - Operator Services
9 FMC will notify Industry Marketing, within one hour of the system failure, the
10 estimated restoral time. If no information is available, this will be reported.
11 Industry marketing will notify all affected CLCs.
12
- 13 3. Directory Assistance System Restoral Notification - Operator Service FMC will
14 notify Industry Marketing, within twenty minutes that the unavailable system has
15 been restored and all service is functioning properly. Industry marketing will
16 notify all affected CLCs.
17
- 18 4. Directory Assistance ARU Failure - When the automated response unit
19 (ARU/Audio is unavailable for thirty continuous minutes, the Operator Services
20 FMC will notify Industry Marketing. Industry marketing will notify all affected
21 CLCs.
22
- 23 5. Directory Assistance ARU Estimated Restoral - Operator Services FMC will
24 provide Industry Marketing an estimated ARU restoral time within sixty minutes
25 of the failure. Industry Marketing will notify the affect CLCs.
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1 Directory Assistance ARU Estimated Restoral - Operator Services FMC will
2 notify Industry Marketing, within twenty minutes that the ARU has been restored
3 and is functioning properly.

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5 CPUC REPORTS TO BE SHARED WITH CLCS

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7 1. Directory Assistance reports prepared when a system falls below 85% of calls
8 answered within 12 seconds for two consecutive months.

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10 2. Operator Assistance reports prepared when a system falls below 85% of calls
11 answered within 10 seconds for two consecutive months.

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